Background Record Check (BRC) Regional Office Information Sessions

Southeast Massachusetts and the Cape (Region 5), Tuesday, July 1

Northeast Massachusetts (Region 3), Wednesday, July 2

Metropolitan Boston (Region 6), Tuesday, July 8

Central Massachusetts (Region 2), Thursday, July 10

Western Massachusetts (Region 1), Friday, July 11

MASSACHUSETTS
Department of
Early Education and Care

Agenda

- Objectives for the meeting
- Overview of BRC trends
- Discussion of EEC's approach to improving the BRC process
- Introduction to the new BRC Manager
- Question and answers about the system and the BRC process and procedures

Objectives of the Information Session

- Today's information session is a discussion of EEC's policies, procedures, and tools regarding background record checks
  - This session is part of a series of out-reach efforts by EEC to promote a dialogue about this shared business process
  - These sessions are intended primarily to aid your understanding of the BRC process and to solicit ideas from programs on how to improve that process
  - Participants are invited to ask questions throughout the meeting
- Ideas from today's sessions will help EEC:
  - Clarify its regulations and oversight policies
  - Identify functionality for subsequent releases of the BRC Manager
  - Refine the training materials associated with the new application

EEC Processes More BRC Each Year

EEC processed nearly 97,492 CORI BRC requests in calendar year 2007. This represents a 19.1% increase from 2006 and a 48.9% increase from 2004. 84.7% of the CORI requests processed in 2007 resulted in "No Finding."
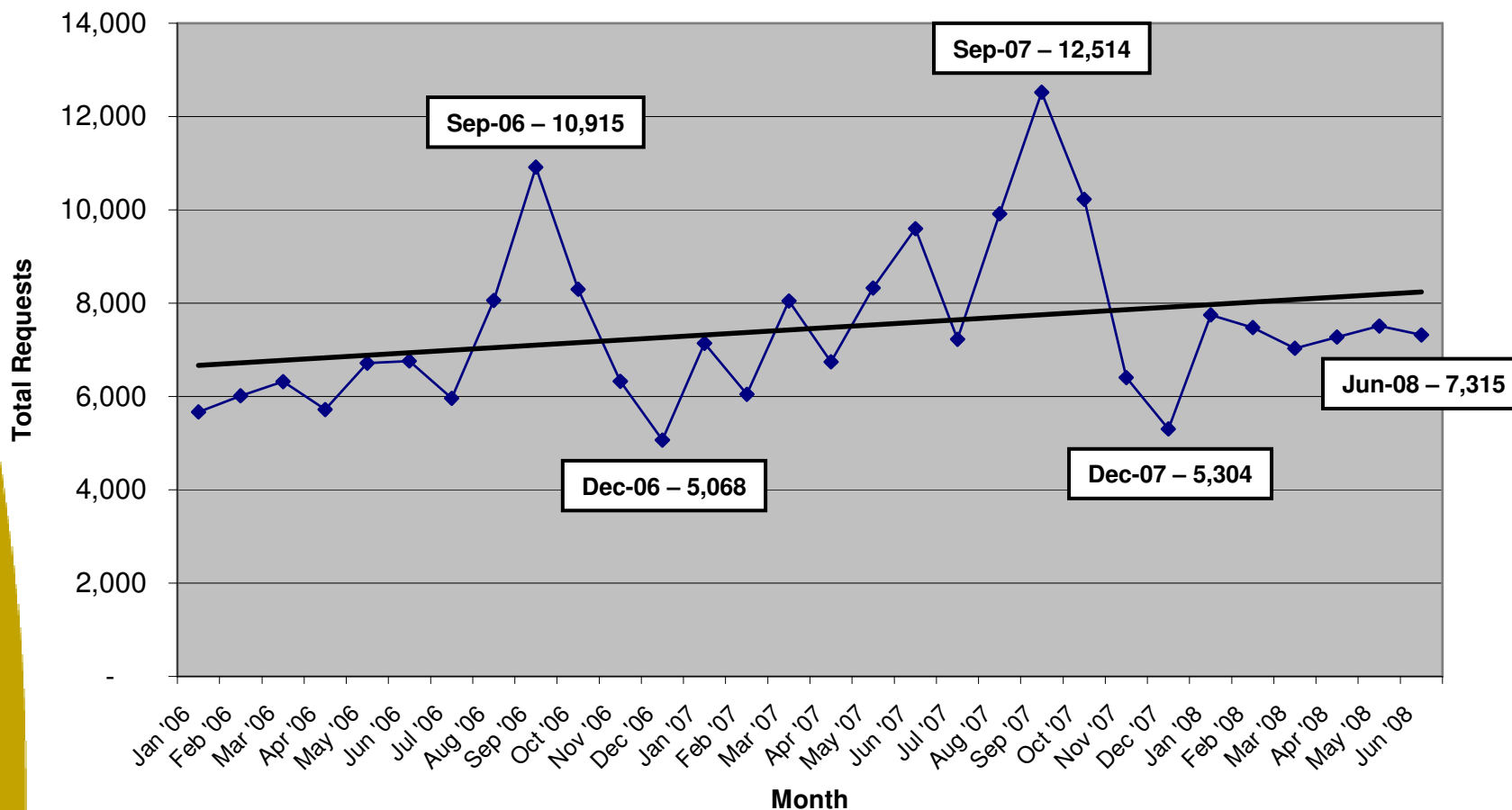
Annual Total CORI BRC Requests by Finding Type
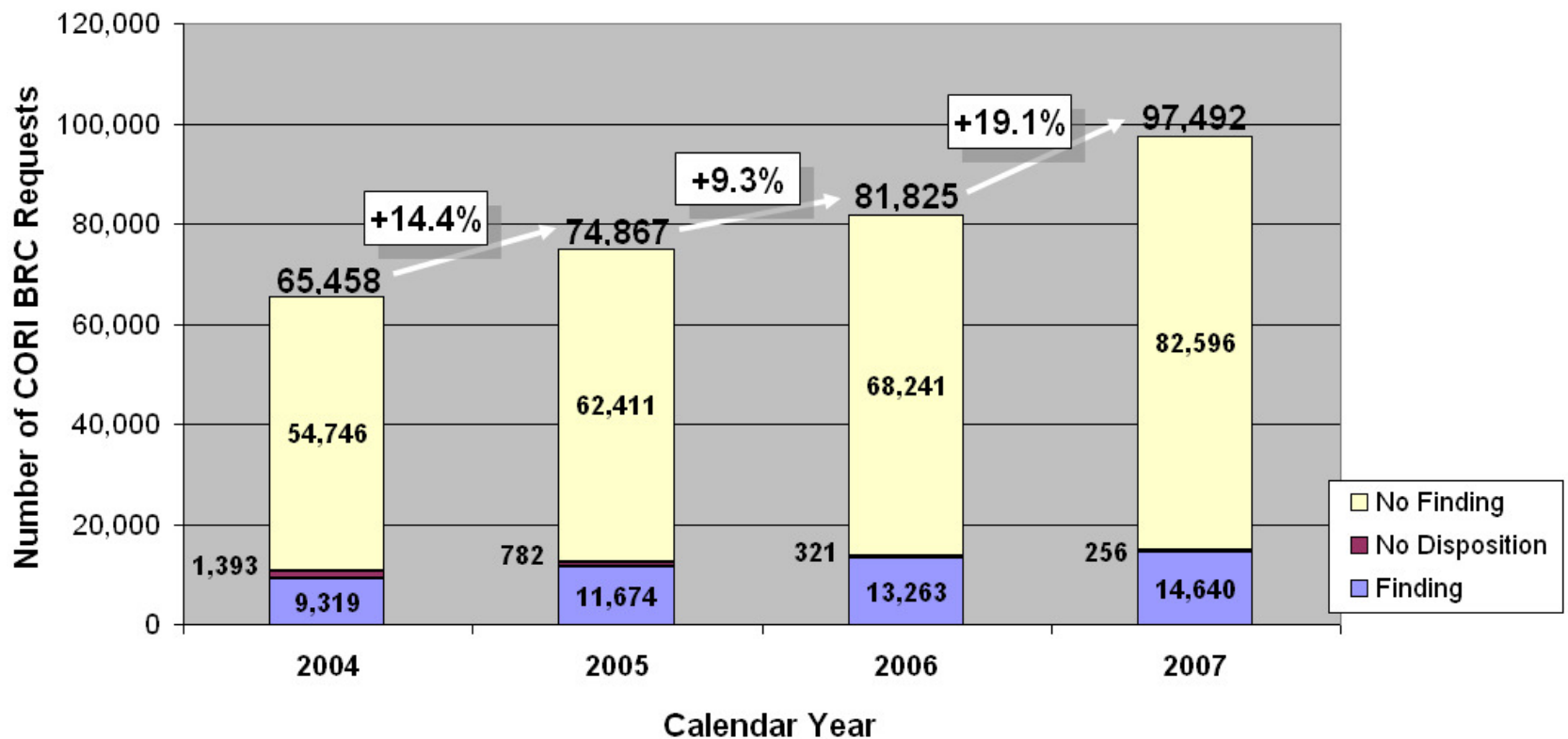
Steady Month-to-Month Increases

Month-to-month, EEC experiences a steady upward trend in the total number of BRC requests. EEC tracked continuing increases at the beginning of this year (January was up 8.5% ▲ over last year and February was up 23.6 % ▲). That increase has since leveled off or declined slightly.
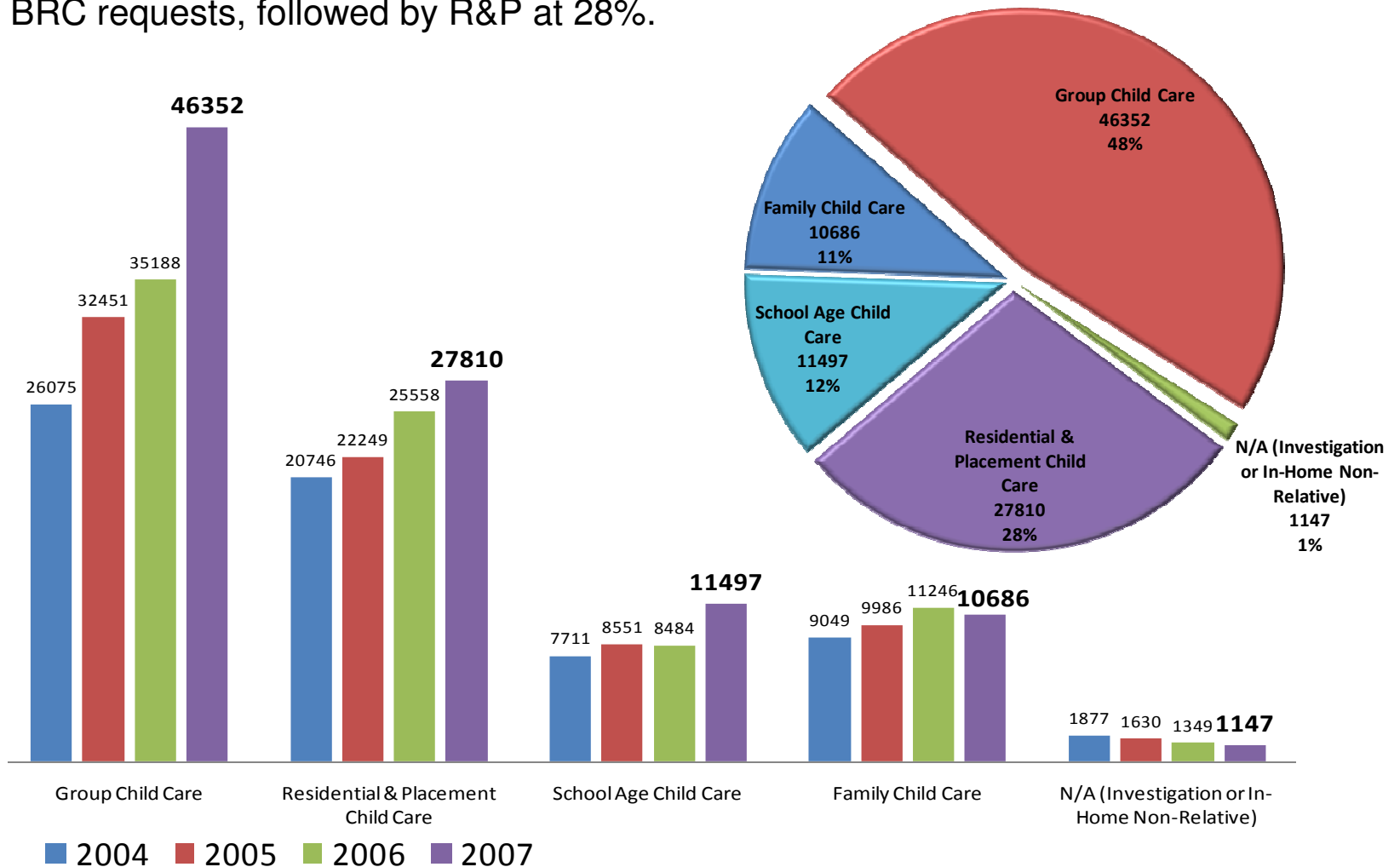
Total Monthly CORI BRC Requests
(January 2006 through June 2008)

Chart: Total Requests (y-axis) vs Month (x-axis), Jan '06 through Jun '08.

Data labels shown:
- Sep-06 – 10,915
- Dec-06 – 5,068
- Sep-07 – 12,514
- Dec-07 – 5,304
- Jun-08 – 7,315

Most Requests Are By Group and R&P Programs

From 2004 through 2007, there were increases in the annual number of BRC requests for each of the four main program groups: GCC (78% ▲), SACC (49% ▲), R&P (34% ▲), and FCC (18% ▲). Group Child Care accounts for nearly half of all BRC requests, followed by R&P at 28%.
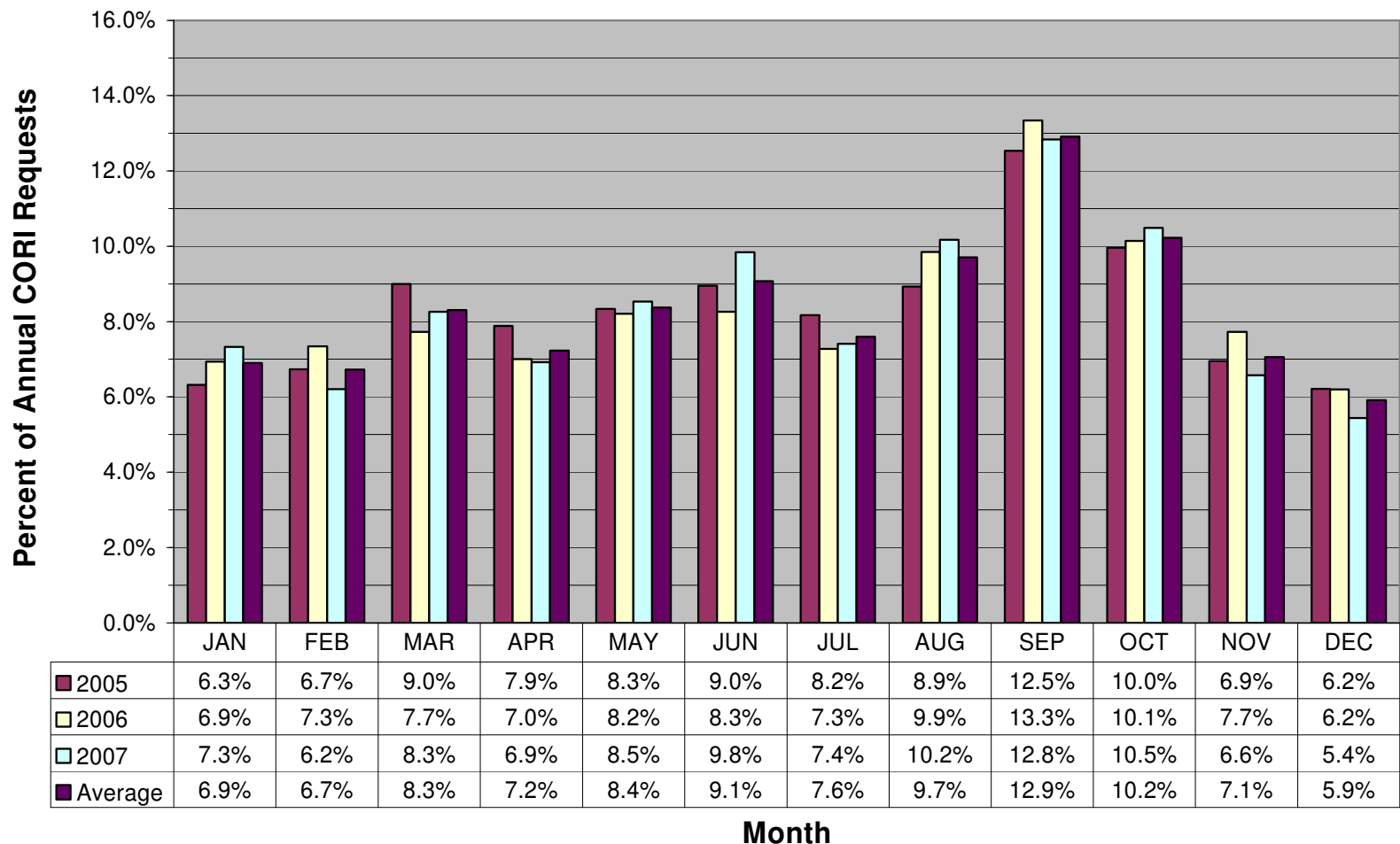

Bar chart:

Group Child Care: 26075, 32451, 35188, **46352**
Residential & Placement Child Care: 20746, 22249, 25558, **27810**
School Age Child Care: 7711, 8551, 8484, **11497**
Family Child Care: 9049, 9986, 11246, **10686**
N/A (Investigation or In-Home Non-Relative): 1877, 1630, 1349, **1147**

Legend: 2004, 2005, 2006, 2007

Pie chart:
- Group Child Care 46352 48%
- Family Child Care 10686 11%
- School Age Child Care 11497 12%
- Residential & Placement Child Care 27810 28%
- N/A (Investigation or In-Home Non-Relative) 1147 1%

BRC Requests Come in Cycles

EEC tends to experience a major spike in BRC requests in late summer (August through October) and smaller spikes in March and May/June. November through February have the fewest BRC requests.

Monthly Percent of Annual Total BRC Requests (2005 to 2007)

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2005	6.3%	6.7%	9.0%	7.9%	8.3%	9.0%	8.2%	8.9%	12.5%	10.0%	6.9%	6.2%
2006	6.9%	7.3%	7.7%	7.0%	8.2%	8.3%	7.3%	9.9%	13.3%	10.1%	7.7%	6.2%
2007	7.3%	6.2%	8.3%	6.9%	8.5%	9.8%	7.4%	10.2%	12.8%	10.5%	6.6%	5.4%
Average	6.9%	6.7%	8.3%	7.2%	8.4%	9.1%	7.6%	9.7%	12.9%	10.2%	7.1%	5.9%

EEC Tracks Average Turnaround Time for BRC Requests

CORI BRC request turnaround had been steady at around 4 to 5 calendar days prior to the introduction of DSS BRC requests in November 2006. In 2007, CORI turnaround increased and spiked last fall with DSS turnaround time. Since then, both BRC checks have returned to around 4 to 7 days to process.

Average Monthly BRC Turnaround Time in Days
(January 2006 to April 2008)

Legend:
- CORI Turnaround Time
- DSS Turnaround Time

Data labels:
- DSS, Oct-07, 19.1
- DSS, Mar-07, 13.8
- CORI, Oct-07, 9.9
- DSS, Apr-08, 5.6
- CORI, Apr-07, 5.3
- CORI, Apr-08, 4.7

Y-axis: Turnaround Time (Calendar Days)
X-axis: Month
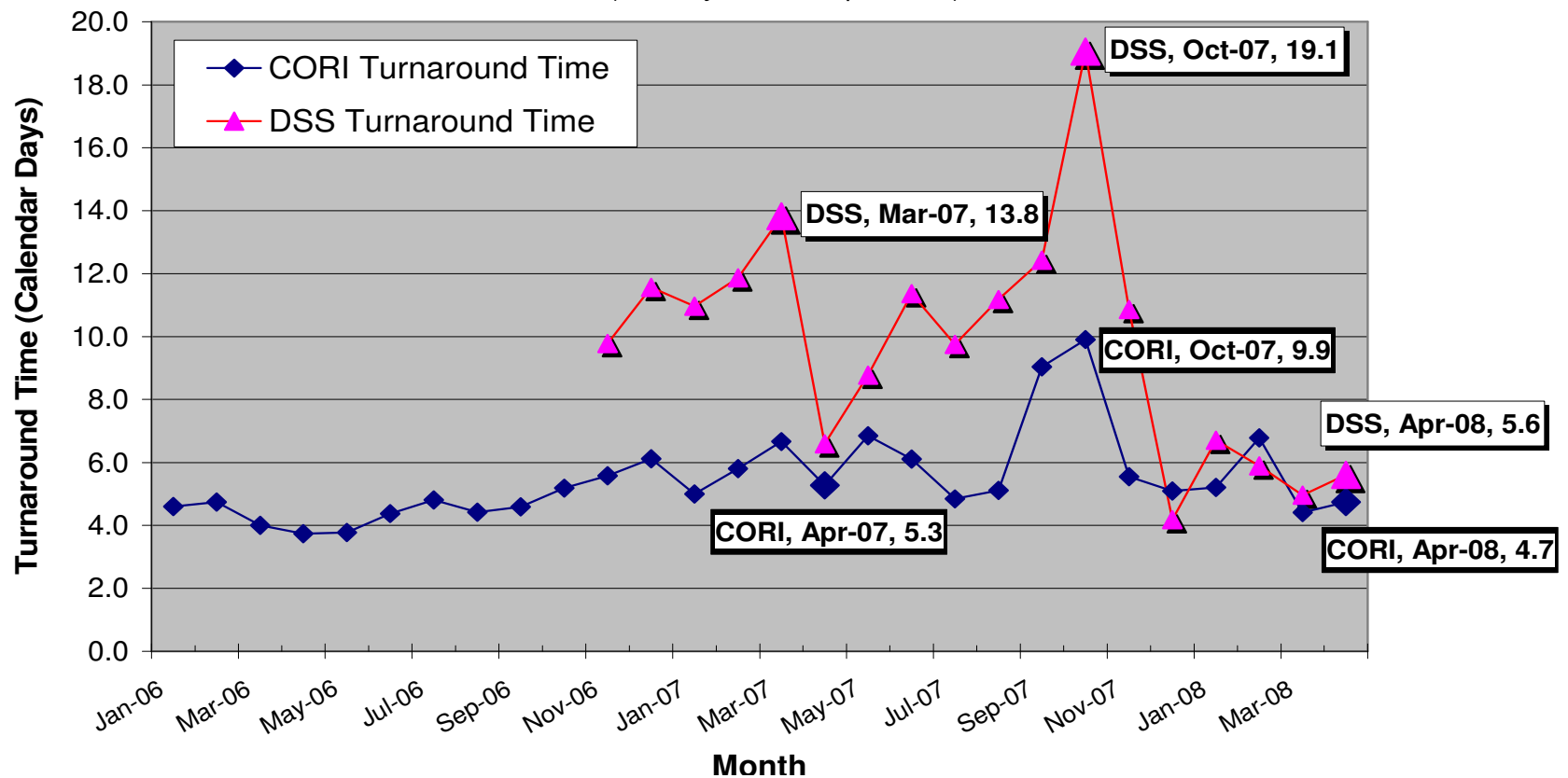
Current BRC Process

Currently, EEC receives three types of BRC requests online via the BRC component of eCCIMS.

Program (Licensee)

Adoption/ Foster Care

CCR&R

Employee/ Volunteer/ Intern BRC Request

Adoptive/ Foster Parent BRC Request

In Home Non-Relative BRC Request
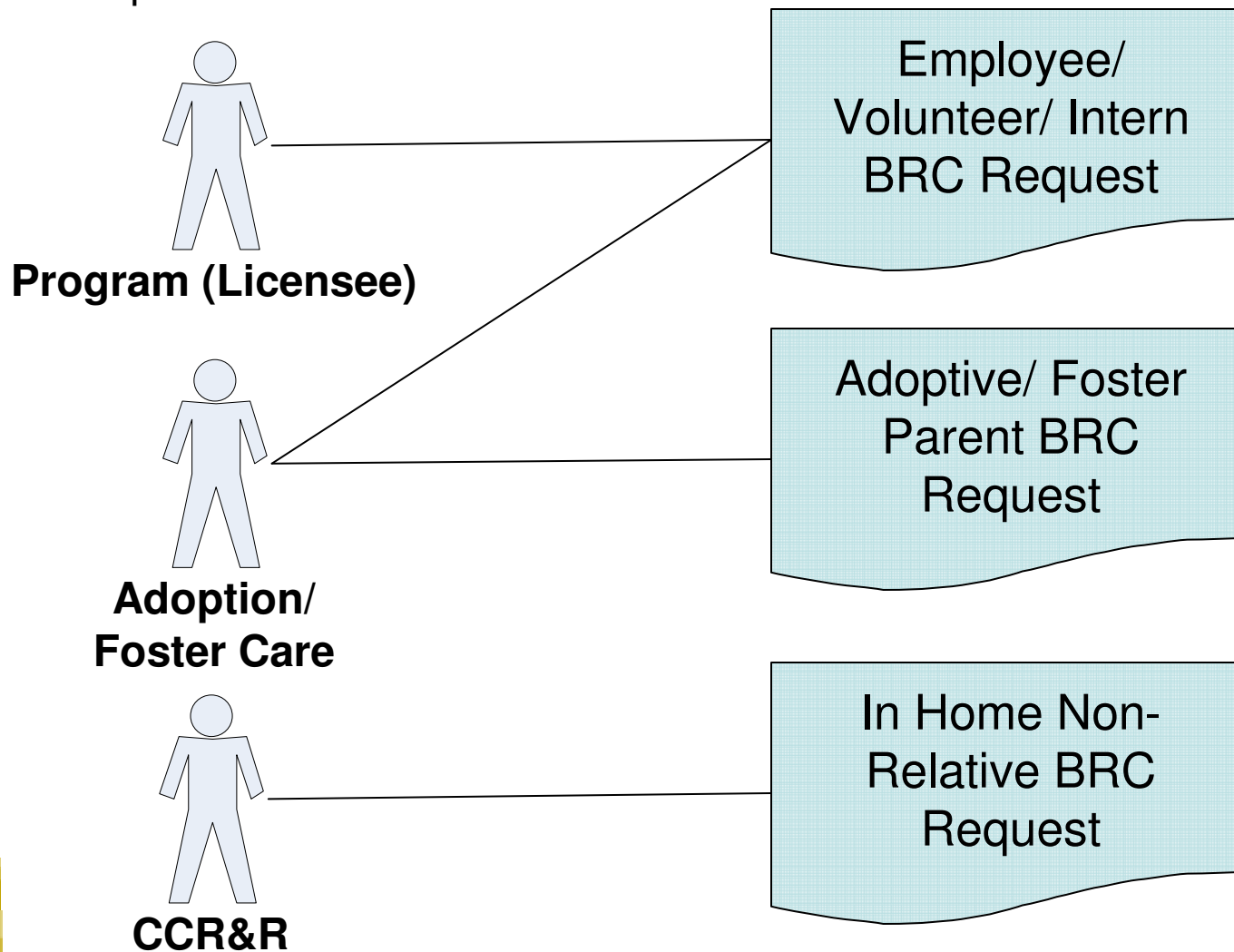
Current BRC Process

BRC requests are received online or in mail. Each is processed against databases at CHSB and DSS. The results are then mailed to programs.

Program or CCR&R

enters online

eCCIMS BRC

or mails

BRC Staff

Data entered

copied nightly

CORI and DSS

search for matches

Criminal History Systems Board

Dept. of Social Services

mail results
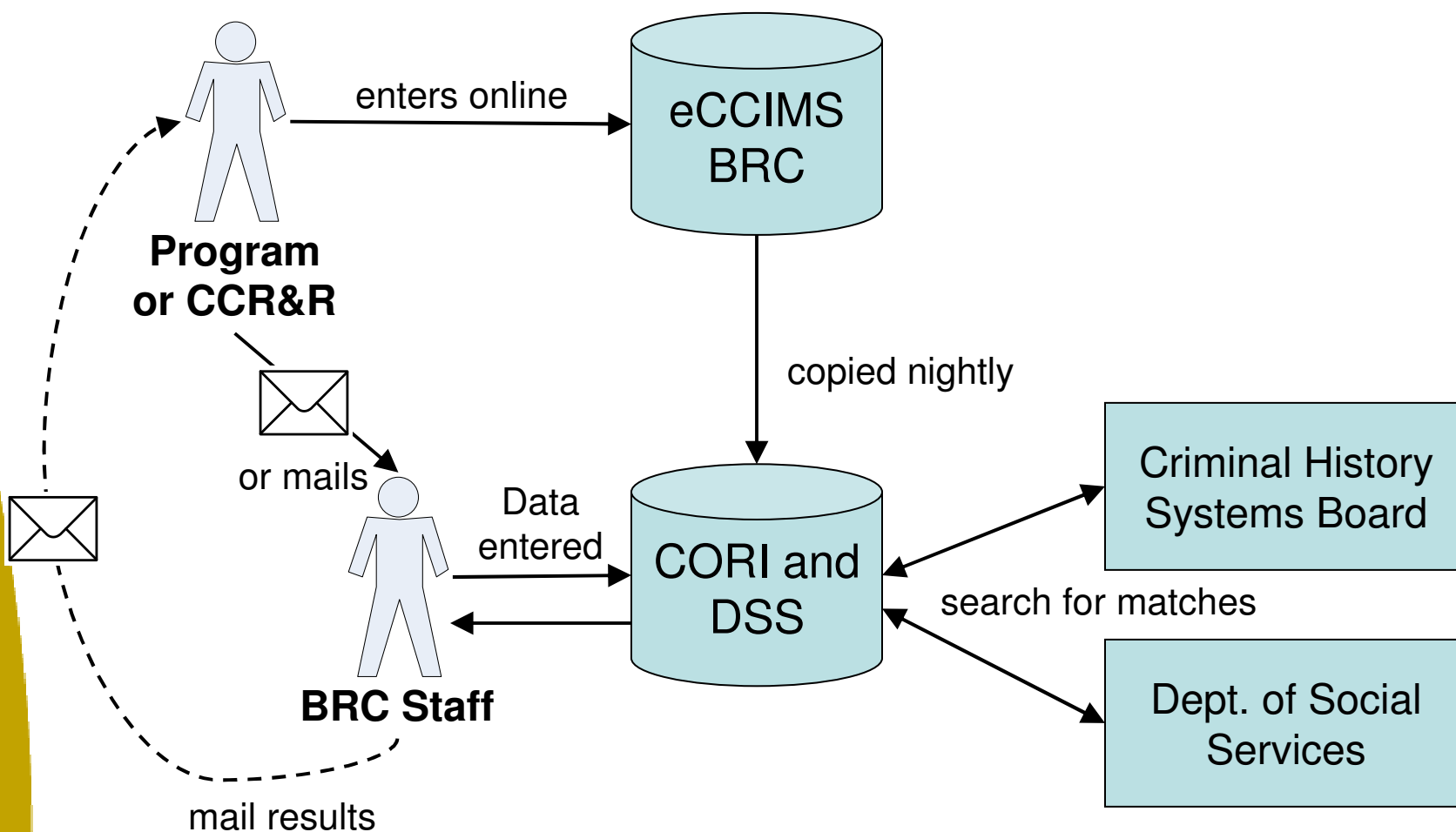
Delays in the Current Process

EEC has identified delays in several critical parts of the BRC process. Resolving some of these delays requires coordination with other agencies.

Program or CCR&R

0 days — enters online → **eCCIMS BRC**

2-3 days — or mails

BRC Staff

Data entered → **CORI and DSS**

1 day — copied nightly

3-4 days → **Criminal History Systems Board**

search for matches

4-7 days → **Dept. of Social Services**

mail results — **2-3 days**
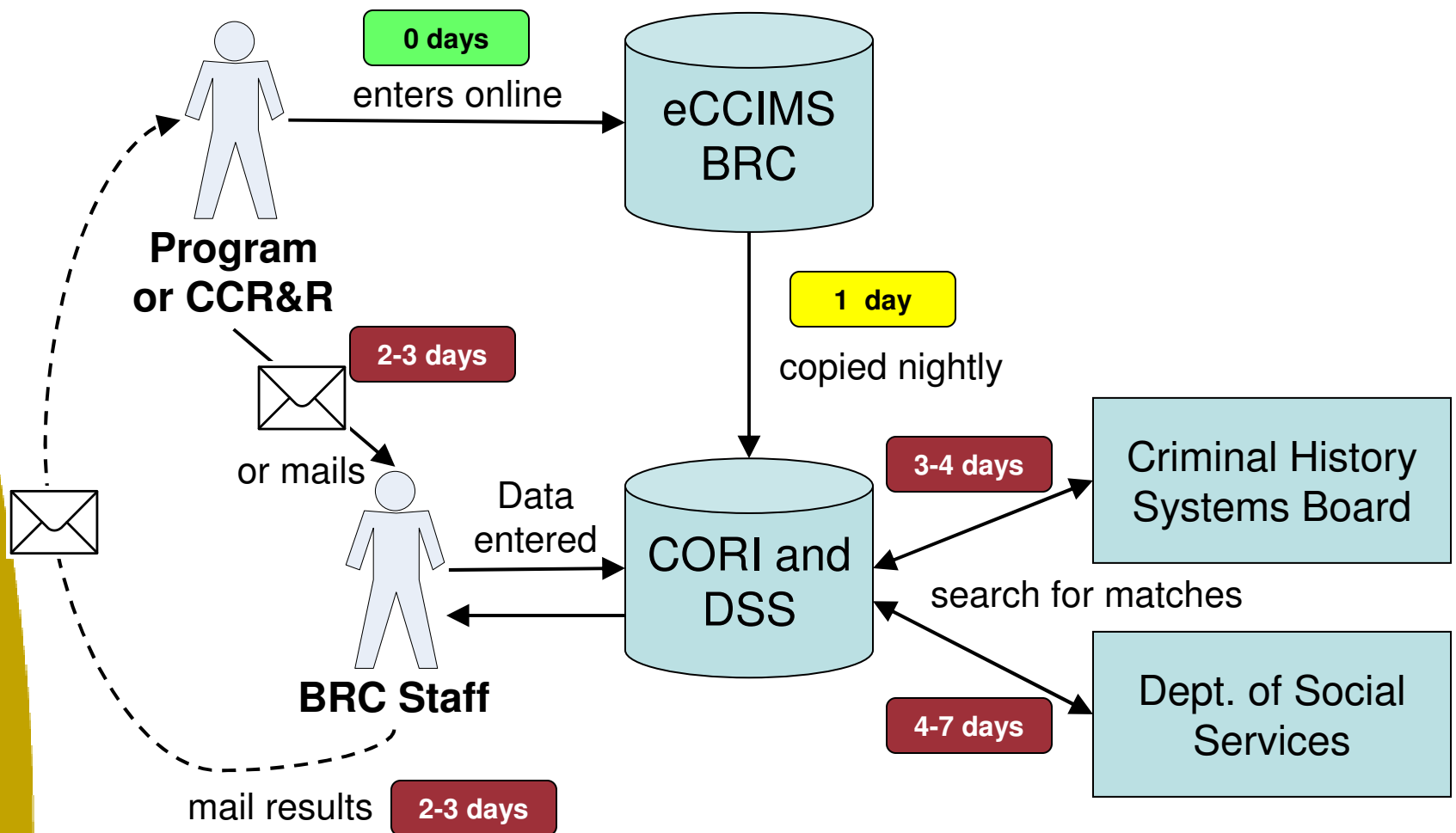
EEC's Approach to Speeding the BRC Process

EEC is in Phase 2 of its plan to improve the timeliness of BRC responses.
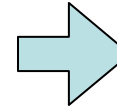
1 **Encourage online entry** ✓

2 **Provide online notifications**

3 Improve process with DSS

4 Improve process with CHSB

0 days

enters online

eCCIMS BRC

Program or CCR&R

1 2-3 days

or mails

Data entered

BRC Staff

2 2-3 days

mail results

2 1 day

copied nightly

CORI and DSS

4 3-4 days

Criminal History Systems Board

search for matches

3 4-7 days

Dept. of Social Services
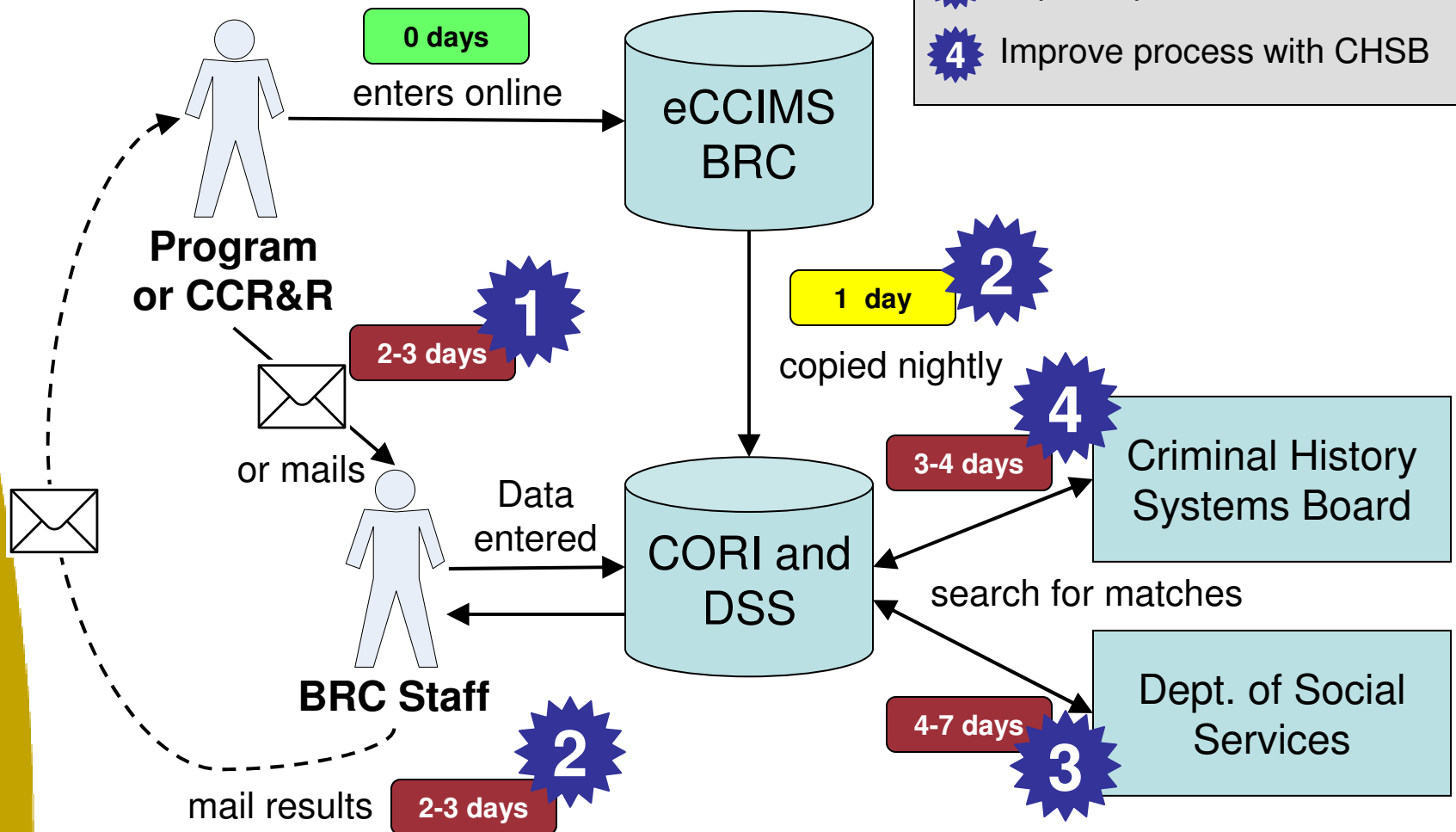
Phase 1: Encourage Online Entry

EEC is approaching near full online participation for Prospective Employee (96.8% in 2007) and In Home Non-Relative (98.9% in 2007) BRC submissions. Most Adoptive/Foster Parent requests are still mailed to the Central Office.

Percent of BRC Requests Originating Online from eCCIMS

	Prospective Employee	In Home Non-Relative Provider	Adoptive/Foster Parent
2005	54.4%	87.0%	1.1%
2006	72.5%	98.6%	3.9%
2007	92.1%	99.7%	7.2%
2008	96.8%	98.9%	6.1%

Type of Online BRC Request
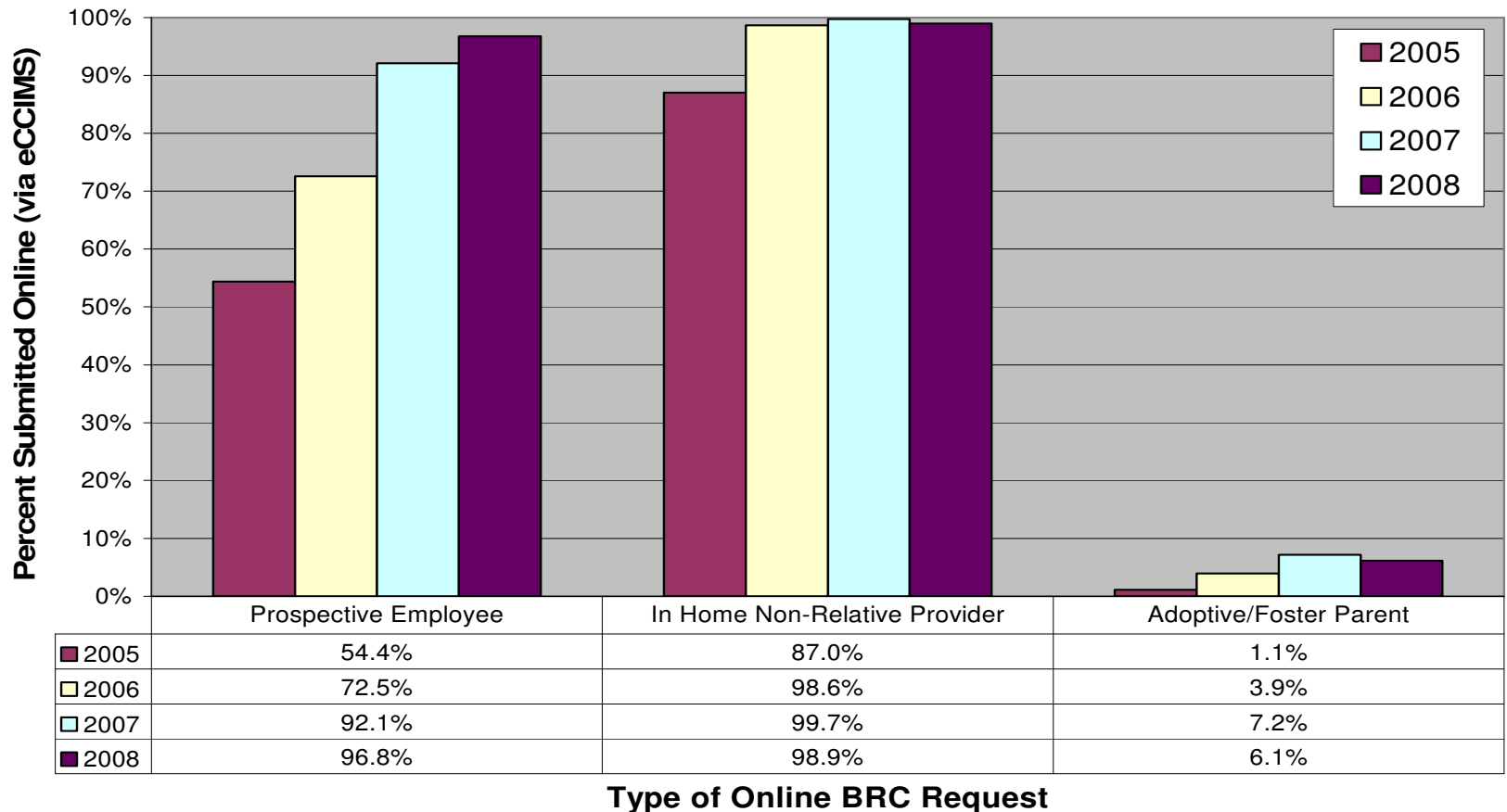
Phase 2: Provide Online Notifications

In progress

The highlight of the current phase of the BRC process improvements is the creation of the new BRC Manager. This application will allow EEC to notify you of the vast majority of BRC results online. It was released on June 23.

Benefits

▪ Allows authorized Reviewers to **view and print approved/ cleared BRC results online**

▪ **Reduces the time** it takes EEC to notify you of most of your BRC requests **by 2-3 days**

▪ **Saves paper and postage** (~150,000 letters and 400 reams of paper)

▪ Provides **new tools for programs** to track who they have "BRCed" and when

▪ Helps **facilitate the re-submittal of BRC** requests with your licensing renewal cycle

Phase 2: Provide Online Notifications

Phase 2 will provide online notifications for "approved/cleared" or "no finding" results for both CORI and DSS BRC. Programs will be able to print the results from the new application and continue with their hiring process for most requests without additional delay.

CORI Approved/Cleared

Other Dispositions, 15%
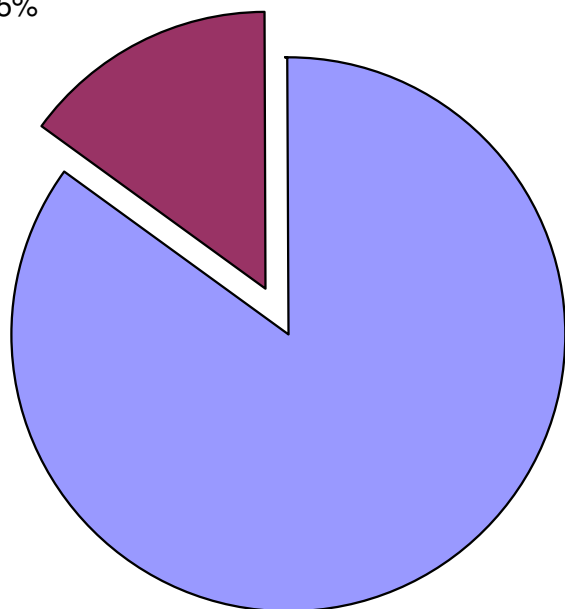
Approved/ cleared, 85%

DSS Approved/Cleared

Other Dispositions 2%
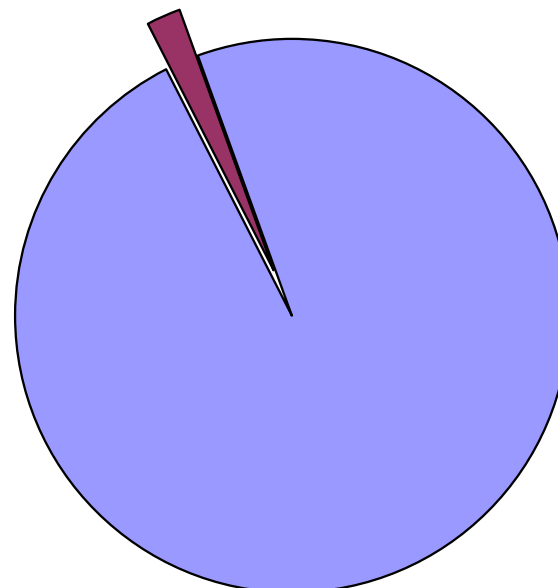
Approved/ cleared 98%

Anticipated Improvements from Phases 2 and 3

EEC's BRC 2nd and 3rd Phases will address the time delay due to mailing for the vast majority of BRC requests and should significantly improve the turnaround time for DSS BRC requests.

Average Days from Request to Notification

~9.5 days

~14 days

Mail 3.0

Mail 3.0

Phase 2
Post results online

Processing Time 6.5

Phase 3
Automate the exchange of information between EEC and DSS

Processing Time 11.3

CORI BRC

DSS BRC

Types of EEC BRC

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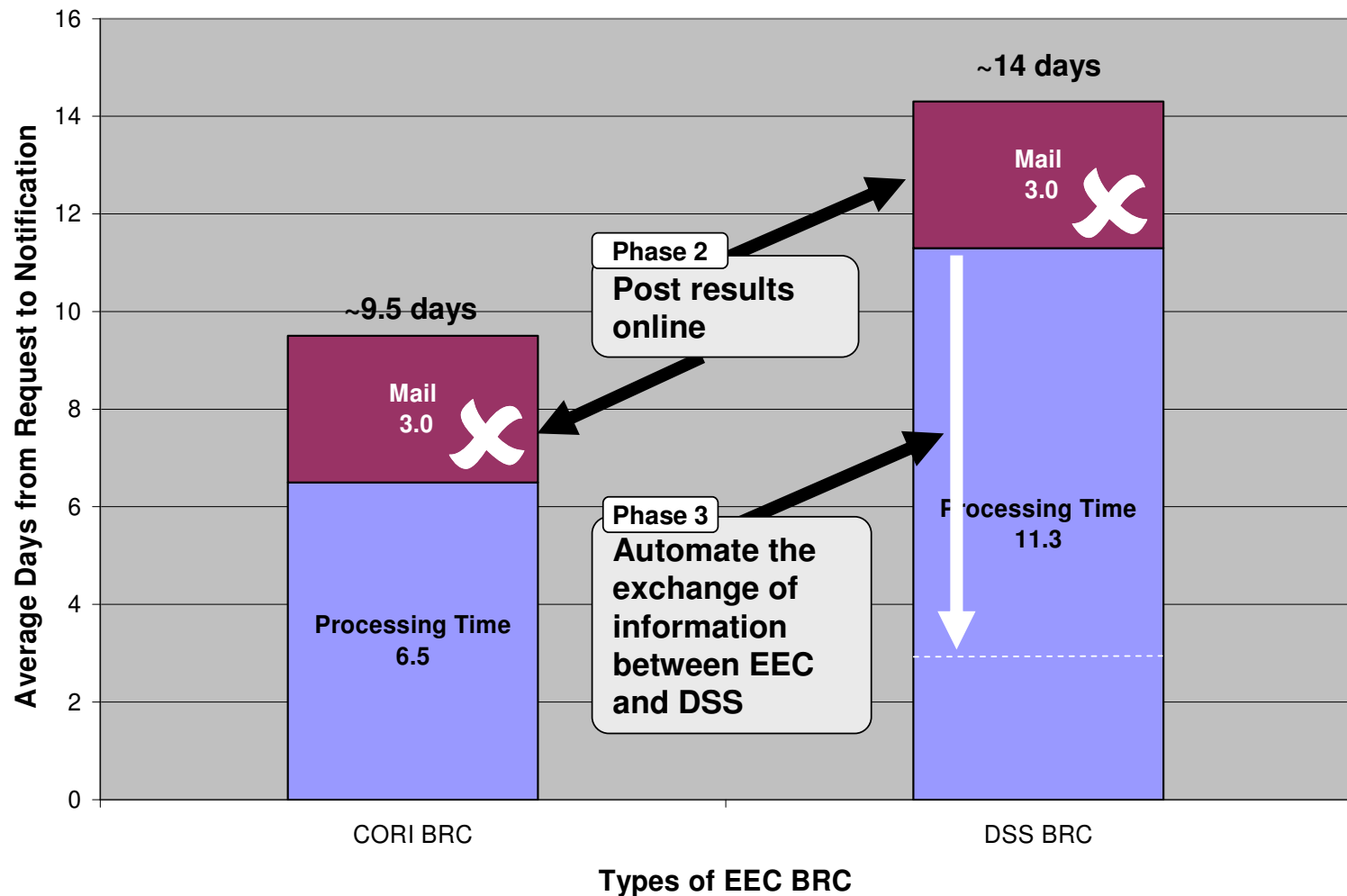
BRC Manager is Accessed from EEC's Single Sign In (SSI)

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EEC Home Page   SSI Home   Help   Contact EEC   Log Out

Select the application you want to access.

Electronic Child Care Information Management System (eCCIMS)
Background Records Check (BRC) Manager

- To Add other EEC Applications to your profile, Click here
- To edit your profile, Click here
- To Change your password, Click here

Un Registered Accounts?

If you have an EEC account that has not been merged with your Single Sign In account, click here

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Step-by-step instructions on how to create a new user account are available on the EEC web site.

http://www.brainshark.com/maeec/SSO_Registration_Overview

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BRC Manager Reviewer Home Page

The BRC Manager was released on June 23. A detailed audio-visual walk-through of the BRC Manager is available online on EEC's web site.

Request Reviewer Privileges

Request Reviewer Privileges

A reviewer is an individual authorized to view the results of the background record checks conducted by EEC as requested by the registered users of your organization. To become a reviewer, an authorized representative of your agency must first submit a request to EEC to authorize you as a reviewer. To download instructions on becoming an approved reviewer, click on the following link.

Download Instructions on Becoming an Approved BRC Reviewer

Once you have obtained written approval from EEC to become a BRC reviewer, enter the following information (as submitted on the original request to EEC).

Please note that * indicate all required fields.

Licensee Name:	A Bright Beginning, Inc.
Reviewer's Name:	Jack Sparrow
*Date of Birth:	
*SSN (last four digits):	

Submit Reviewer Request

Problems self-registering could arise if your name has changed or you submit different information than was on the original BRC reviewer application.

If you are a reviewer and have problems requesting reviewer privileges in BRC Manager, email the Help Desk and they can check on your status and assign the privileges (eechelpdesk@massmail.state.ma.us)

BRC Manager Key Functions

- **All Users**
  - Submit a BRC request
  - Print consent forms
  - Print confirmation sheets
  - View a dashboard of BRC statuses — **NEW**
  - View the processing status of each request
  - Search for when a BRC was last submitted for an individual — **NEW**
  - Record employment decisions and status — **NEW**
  - Resubmit a BRC for an employee — **NEW**
  - Manage your user account

- **Reviewers Only**
  - View and print the BRC results for "no finding" — **NEW**
  - View all users for a licensee — **NEW**
  - Enable and disable user accounts — **NEW**
  - Receive email notifications when new users register — **NEW**
  - View an extended dashboard including new users and your reviewer expiration — **NEW**

Submit New BRC Request

Submit BRC Request

Enter the details of your background record check request below. Please note that * indicate all required fields.

Applicant Information

*Last Name:	Sparrow	*First Name:	Jack	Middle Initial:
Suffix:		Alias Name 1:		Alias Name 2:
Maiden Name:		*Address 1:	51 Sleeper ST	Address 2:
*City:	Boston	*State:	MA	*Zip Code: 02210
*Birth Date:	06/21/1978			

Applicant SSN (Full 9 digits OR Last 4 digits)

*SSN: 1234   ☐ I do not have a SSN.

Date and Location of Residence(s) for the Last 7 Years

Electronic submission of this information is not required. Please note, however, that all programs are legally required to obtain on the Employee/Volunteer/Intern Consent form, signed by the applicant, the date and location of all residence(s) of the applicant for the past 7 seven years and information regarding any states in which the applicant has resided.

Mail Results to (check Program or Licensee address)

◉ Program No.: 123456   ○ Licensee No.: 123456
Day School and Nursery Program   Day School and Nursery Program
1500 MAIN ST   1500 MAIN ST
ANY TOWN, MA 00000   ANY TOWN, MA 00000

Certification of Completed BRC Consent Form

☑ I hereby certify that the applicant has completed and signed the EEC Employee/Volunteer/Intern Background Record Check Consent form and produced a government issued photo ID to verify his/her identity. In the case of a person age 15 or 16, who may not yet have a government issued ID, verification of identity of may be documented from another source acceptable to EEC, e.g., teacher or parent.

[Continue BRC Request]

NOTE: The application will not allow you to submit online unless you have at least one licensee-reviewer BRC user already established (so you do not end up submitting requests that cannot be read). Make sure your program always has at least one licensee-reviewer user account on the BRC Manager.

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Viewing Pending and Completed BRC Results

Data Entry View

Print Selected Records

☐ Name	Request Date		CORI BRC Status		DSS BRC Status	
			Current Status	Status Date	Current Status	Status Date
☐ WONG, JOHNNY	05/05/2008		Results Printed	05/05/2008	Results Printed	05/05/2008
Processing History:			Results Printed	05/05/2008	Results Printed	05/05/2008
			Results Received	05/05/2008	Results Received	05/05/2008
			Request Sent	05/05/2008	Request Sent	05/05/2008
			Request Pending	05/05/2008	Request Pending	05/05/2008
BRC Results:				Completed		Completed

Reviewer View

Print Selected Records

☐ Name	Request Date		CORI BRC Status		DSS BRC Status	
			Current Status	Status Date	Current Status	Status Date
☐ WONG, JOHNNY	05/05/2008		Results Printed	05/05/2008	Results Printed	05/05/2008
Processing History:			Results Printed	05/05/2008	Results Printed	05/05/2008
			Results Received	05/05/2008	Results Received	05/05/2008
			Request Sent	05/05/2008	Request Sent	05/05/2008
			Request Pending	05/05/2008	Request Pending	05/05/2008
BRC Results:				Approved/Cleared		Completed/Mailed
			Print results and instructions			

Only reviewers can view BRC results or even know if they are online. Results are available for 75 days.

Where to Expect Notification

1. **Separate Notifications**: Notifications for CORI and DSS checks are handled separately. They are made available to you as soon as each individually is completed.
2. **All Findings By Mail**: For this phase of the BRC Project, all findings for either a CORI or DSS background check will be mailed to the address indicated on the initial submission.
3. **"No Findings" By Same Method You Submit**: EEC will return your results for "no finding" background checks the same way you submitted the request.
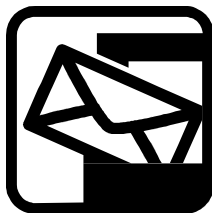
If you submit by mail, EEC will notify you by mail
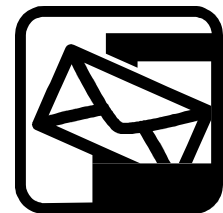
If you submit online, EEC will notify you online
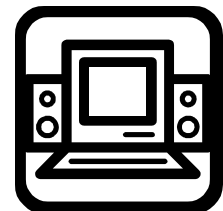
Generate BRC Request History Report

Record Employment Decision

Record Employment Decision

Enter the selection criteria below to search for a employment decision list.

Please note that * indicate all required fields.

*Location of Care:	Day School and Nursery Program
Request Date Range:	05/01/2008 To 05/30/2008
Employment Status:	Intern/Volunteer Get Results

Name	Request Date	Employment Status	Comments	Actions
Sparrow, Jack	05/20/2008	Intern/Volunteer	Status scheduled to be updated to Employed on 06/02/2008.	Edit Info

Applicant Name:	Sparrow, Jack
Request Date:	05/20/2008
Employment Status:	Intern/Volunteer
Comments:	Status scheduled to be updated to Employed on 06/02/2008.

Update   Cancel

View Employee Listing

Key Statistics from the BRC Manager's 1st Ten Days

(Monday, June 23 through Wednesday, July 2)

- Total BRC Requests Submitted = 2,221
- Total Licensees Submitting = 434
- Total Providers Submitting = 667
- Total Users Submitting = 521
- Total CCR&R Submitting = 9
- Postage Saved = ~$1,700

Other Common Questions About the BRC Process

- Who should be a reviewer?
- What is the difference between a licensee-reviewer, a reviewer with authority, and a reviewer with access?
- How many reviewers should my program have?
- How often should I re-BRC my reviewers and staff?
- Where should I send BRC Reviewer applications?
- What information do I need to submit a BRC for a prospective employee?
- How should I conduct a discretionary review?
- What can I do with a prospective employee before receiving the DSS BRC results? What does the new regulation mean? What is "unsupervised contact"?

Helpful BRC Hints

- **To use the new system:**
  - Make sure your BRC submitters and reviewers have access to the BRC Manager
  - If you do not already have two Reviewers, consider requesting an additional reviewer (and make sure your reviewers log on to the new system)
- **To aid the BRC process:**
  - Make sure your hiring process includes all needed components (e.g., ID checks, references, etc.)
  - For resubmitting BRC checks on existing staff, plan to submit them during the light periods of the year for EEC (December through February)

BRC Information on the EEC Web Site

http://www.eec.state.ma.us/brc.aspx

Contacting EEC

- **For technical assistance regarding the use of Web-BRC such as:**
  - Registering a new user
  - Disabling an existing user
  - Entering a BRC submission
  - Printing the BRC receipt
  - Receiving and printing electronic results
  - Viewing results
  - Changing your password
  - Changing your user id
- Please contact the **EEC Help Desk** at eechelpdesk@massmail.state.ma.us [include program, program number (if known), contact name, phone number, and question and the Help Desk will be back in touch with you]

- **For questions regarding:**
  - The content of a CORI or DSS report which you have received.
  - BRC regulations, policies and processes.
  - Any BRC results (CORI or DSS) listed in Web-BRC with a mail date that have not been received by your agency within 5 days of the mailing date listed.
- please contact the **BRC Unit** at 617-988-7801.

Questions and Answers

Please let us know if you have any questions or suggestions.